

Notice of References Cited	Application/Control No. 10/767,191	Applicant(s)/Patent Under Reexamination BRUCE ET AL.	
	Examiner FOLASHADE ANDERSON	Art Unit 3623	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
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FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Bolton, Ruth N., & Drew, James H.. (1991). A Longitudinal Analysis of the Impact of Service Changes on Customer Attitudes. Journal of Marketing, 55(1), 1.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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